



## **Cisco Unified IP Phone 7905G and 7912G for Cisco Unified CallManager 5.0 (SIP)**

**INCLUDING LICENSE AND WARRANTY**





### **Corporate Headquarters**

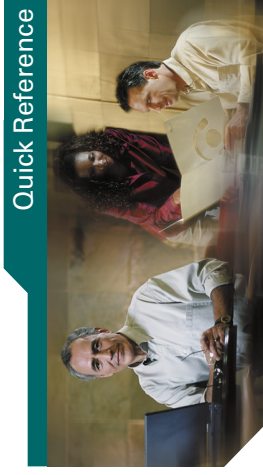
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## Common Phone Tasks

Place a call	Go off-hook before or after dialing a number.
Redial a number	Press <b>Redial</b> .
Place a call on hold	Press  .
Resume a held call	Press  .
Speed dial a number	<ul style="list-style-type: none"> <li>Press  and select a number to dial.</li> <li>Press  and choose <b>Directories &gt; Speed Dials</b>. Select a number to dial.</li> </ul>
Transfer a call to a new number	Press <b>Transfer</b> , enter the number, then press <b>Transfer</b> again.
Perform “blind” transfer	Press <b>BlindXfer</b> , enter the number, then press <b>Dial</b> (or press # to terminate the dialing sequence).
Start a standard conference call	Press <b>Confrm</b> , then dial the participant. After the participant picks up the call, press <b>Confrm</b> again.



## Cisco Unified IP Phone 7905G and 7912G for CallManager 5.0 (SIP)

Softkey Definitions  
Phone Screen Icons  
Button Icons  
Common Phone Tasks



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## Softkey Definitions

Accept	Preview a changed call-preference setting before you save the change.
Alpha	Specify the entering of characters only. For example, pressing 2 on the keypad allows you to scroll through the characters a, b, and c as possible options. (Seen when entering Display Name and Short Name entries in the phone configuration menu.)
Answer	Answer a call.
Back	Go to previous screen.
BlindXfr	Transfer a caller to another number without first checking if the party who is to receive the call is available.
CFwdAll	Cancel Call Forward All Calls—This is conditional upon Call Forward All Calls having been configured on the phone.
Cancel	Cancel an action or exit a screen without applying changes.
Clear	Delete records or settings.
Confrn	Create a conference call.
Delete	Remove characters to the right of the cursor when using <b>EditDial</b> .
Dial	Dial a phone number.
Drop	Remove last conference participant.
Edit	Edit various SIP phone settings
EditDial	Edit a number in a call log.
End	Disconnects a call-waiting call.

## Phone Screen Icons

EndCall	Disconnect the current call.
Exit	Return to the previous screen.
Factory	Reset settings to the factory defaults. Go to <b>Menu &gt; Settings &gt; More &gt; Factory.</b>
Missed	Show a list of missed calls. (This softkey appears only when recently missed calls exist; the softkey disappears after the call log has been viewed.)
Monitor	Listen to a call on the speaker.
MonOff	Disable the Monitor function.
more	Display additional softkeys.
Msgs	Access voice mail system.
NewCall	Make a new call.
Number	Enter numeric data only. (Seen when entering Display Name and Short Name entries in the phone configuration menu.)
Redial	Redial the most recently dialed number.
Restore	Reset settings to their defaults. (Go to <b>Menu &gt; Settings &gt; More &gt; Restore.</b> )
Save	Save the chosen settings.
Select	Select a menu item or call.
Transfer	Transfer a call.
Up/Down	Adjust screen contrast.
Yes/No	Use to select configuration settings.
<<	Delete entered characters.
>>	Move through entered characters.





### Call State

	Call Forward All enabled
	Call on hold
	Connected call
	Off-hook
	On-hook
	Incoming call
<b>Selected Device</b>	
	Handset in use
	Speaker in use (Monitor on)

### Other Features

	Messages waiting
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## Button Icons

	Volume
	Navigation
	Hold
	Menu



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# Getting Started

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## Using this Guide

This guide provides you with an overview of the features available on your phone. You can read it completely for a solid understanding of your phone's capabilities, or refer to the table below for pointers to commonly-used sections.

<b>If you want to...</b>	<b>Then...</b>
Review important safety information	See the “Safety and Performance Information” section on page 6.
Use your phone after someone else has installed it for you	Start with the “An Overview of Your Phone” section on page 19.
Connect your phone to the network	See the “Connecting Your Phone” section on page 16.
Learn about the buttons and softkeys	See the “Understanding Buttons and Hardware” section on page 19.
Make calls	See the “Placing a Call” section on page 24.
Put calls on hold	See the “Using the Hold Button” section on page 26.
Transfer calls	See the “Additional Features Available from the Call Preferences Menu” section on page 26.
Make conference calls	See the “Additional Features Available from the Call Preferences Menu” section on page 26.
Change the volume of the ringer or call	See the “Adjusting the Volume” section on page 30.
Set up speed dials	See the “Setting Up Speed-Dial Numbers” section on page 31.

## Finding Additional Information

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com/>

International Cisco websites can be accessed from this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)

## Safety and Performance Information

Read the following safety notices before installing or using your Cisco Unified IP Phone:

### **Warning    IMPORTANT SAFETY INSTRUCTIONS**

**This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents. Use the statement number provided at the end of each warning to locate its translation in the translated safety warnings that accompanied this device.** Statement 1071

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### **SAVE THESE INSTRUCTIONS**

### **Waarschuwing    BELANGRIJKE VEILIGHEIDSINSTRUCTIES**

**Dit waarschuwingssymbool betekent gevaar. U verkeert in een situatie die lichamelijk letsel kan veroorzaken. Voordat u aan enige apparatuur gaat werken, dient u zich bewust te zijn van de bij elektrische schakelingen betrokken risico's en dient u op de hoogte te zijn van de standaard praktijken om ongelukken te voorkomen. Gebruik het nummer van de verklaring omdereen de waarschuwing als u een vertaling van de waarschuwing die bij het apparaat wordt geleverd, wilt raadplegen.**

### **BEWAAR DEZE INSTRUCTIES**



**Varoitus TÄRKEITÄ TURVALLISUUSOHJEITA**

Tämä varoitusmerkki merkitsee vaaraa. Tilanne voi aiheuttaa ruumiillisia vammoja. Ennen kuin käsittelet laitteistoa, huomioi sähköpiirien käsittelemiseen liittyvät riskit ja tutustu onnettomuuksien yleisiin ehkäisytapoihin. Turvallisuusvaroitusten käännökset löytyvät laitteen mukana toimitettujen käännettyjen turvallisuusvaroitusten joukosta varoitusten lopussa näkyvien lausuntonumeroiden avulla.

**SÄILYTÄ NÄMÄ OHJEET****Attention IMPORTANTES INFORMATIONS DE SÉCURITÉ**

Ce symbole d'avertissement indique un danger. Vous vous trouvez dans une situation pouvant entraîner des blessures ou des dommages corporels. Avant de travailler sur un équipement, soyez conscient des dangers liés aux circuits électriques et familiarisez-vous avec les procédures couramment utilisées pour éviter les accidents. Pour prendre connaissance des traductions des avertissements figurant dans les consignes de sécurité traduites qui accompagnent cet appareil, référez-vous au numéro de l'instruction situé à la fin de chaque avertissement.

**CONSERVEZ CES INFORMATIONS****Warnung WICHTIGE SICHERHEITSHINWEISE**

Dieses Warnsymbol bedeutet Gefahr. Sie befinden sich in einer Situation, die zu Verletzungen führen kann. Machen Sie sich vor der Arbeit mit Geräten mit den Gefahren elektrischer Schaltungen und den üblichen Verfahren zur Vorbeugung vor Unfällen vertraut. Suchen Sie mit der am Ende jeder Warnung angegebenen Anweisungsnummer nach der jeweiligen Übersetzung in den übersetzten Sicherheitshinweisen, die zusammen mit diesem Gerät ausgeliefert wurden.

**BEWAHREN SIE DIESE HINWEISE GUT AUF.**

**Avvertenza**      **IMPORTANTI ISTRUZIONI SULLA SICUREZZA**

**Questo simbolo di avvertenza indica un pericolo. La situazione potrebbe causare infortuni alle persone. Prima di intervenire su qualsiasi apparecchiatura, occorre essere al corrente dei pericoli relativi ai circuiti elettrici e conoscere le procedure standard per la prevenzione di incidenti. Utilizzare il numero di istruzione presente alla fine di ciascuna avvertenza per individuare le traduzioni delle avvertenze riportate in questo documento.**

**CONSERVARE QUESTE ISTRUZIONI**

**Advarsel**      **VIKTIGE SIKKERHETSINSTRUKSJONER**

**Dette advarselssymbolet betyr fare. Du er i en situasjon som kan føre til skade på person. Før du begynner å arbeide med noe av utstyret, må du være oppmerksom på farene forbundet med elektriske kretser, og kjenne til standardprosedyrer for å forhindre ulykker. Bruk nummeret i slutten av hver advarsel for å finne oversettelsen i de oversatte sikkerhetsadvarslene som fulgte med denne enheten.**

**TA VARE PÅ DISSE INSTRUKSJONENE**

**Aviso**      **INSTRUÇÕES IMPORTANTES DE SEGURANÇA**

**Este símbolo de aviso significa perigo. Você está em uma situação que poderá ser causadora de lesões corporais. Antes de iniciar a utilização de qualquer equipamento, tenha conhecimento dos perigos envolvidos no manuseio de circuitos elétricos e familiarize-se com as práticas habituais de prevenção de acidentes. Utilize o número da instrução fornecido ao final de cada aviso para localizar sua tradução nos avisos de segurança traduzidos que acompanham este dispositivo.**

**GUARDE ESTAS INSTRUÇÕES**

**¡Advertencia!**      **INSTRUCCIONES IMPORTANTES DE SEGURIDAD**

**Este símbolo de aviso indica peligro. Existe riesgo para su integridad física. Antes de manipular cualquier equipo, considere los riesgos de la corriente eléctrica y familiarícese con los procedimientos estándar de prevención de accidentes. Al final de cada advertencia encontrará el número que le ayudará a encontrar el texto traducido en el apartado de traducciones que acompaña a este dispositivo.**

**GUARDE ESTAS INSTRUCCIONES**

**Varning! VIKTIGA SÄKERHETSANVISNINGAR**

Denna varningssignal signalerar fara. Du befinner dig i en situation som kan leda till personskada. Innan du utför arbete på någon utrustning måste du vara medveten om farorna med elkretsar och känna till vanliga förfaranden för att förebygga olyckor. Använd det nummer som finns i slutet av varje varning för att hitta dess översättning i de översatta säkerhetsvarningar som medföljer denna anordning.

**SPARA DESSA ANVISNINGAR****Figyelem****FONTOS BIZTONSÁGI ELOÍRÁSOK**

Ez a figyelmeztető jel veszélyre utal. Sérülésveszélyt rejtő helyzetben van. Mielőtt bármely berendezésen munkát végezte, legyen figyelemmel az elektromos áramkörök okozta kockázatokra, és ismerkedjen meg a szokásos balesetvédelmi eljárásokkal. A kiadványban szereplő figyelmeztetések fordítása a készülékhez mellékelt biztonsági figyelmeztetések között található; a fordítás az egyes figyelmeztetések végén látható szám alapján kereshető meg.

**ORIZZE MEG EZEKET AZ UTASÍTÁSOKAT!****Предупреждение****ВАЖНЫЕ ИНСТРУКЦИИ ПО СОБЛЮДЕНИЮ ТЕХНИКИ БЕЗОПАСНОСТИ**

Этот символ предупреждения обозначает опасность. То есть имеет место ситуация, в которой следует опасаться телесных повреждений. Перед эксплуатацией оборудования выясните, каким опасностям может подвергаться пользователь при использовании электрических цепей, и ознакомьтесь с правилами техники безопасности для предотвращения возможных несчастных случаев. Воспользуйтесь номером заявления, приведенным в конце каждого предупреждения, чтобы найти его переведенный вариант в переводе предупреждений по безопасности, прилагаемом к данному устройству.

**СОХРАНИТЕ ЭТИ ИНСТРУКЦИИ**

**警告** 重要的安全性说明

此警告符号代表危险。您正处于可能受到严重伤害的工作环境中。在您使用设备开始工作之前，必须充分意识到触电的危险，并熟练掌握防止事故发生的标准工作程序。请根据每项警告结尾提供的声明号码来找到此设备的安全性警告说明的翻译文本。

请保存这些安全性说明

**警告** 安全上の重要な注意事項

「危険」の意味です。人身事故を予防するための注意事項が記述されています。装置の取り扱い作業を行うときは、電気回路の危険性に注意し、一般的な事故防止策に留意してください。警告の各国語版は、各注意事項の番号を基に、装置に付属の「Translated Safety Warnings」を参照してください。

これらの注意事項を保管しておいてください。

**주의** 重要 안전 지침

이 경고 기호는 위험을 나타냅니다. 작업자가 신체 부상을 일으킬 수 있는 위험한 환경에 있습니다. 장비에 작업을 수행하기 전에 전기 회로와 관련된 위험을 숙지하고 표준 작업 관례를 숙지하여 사고를 방지하십시오. 각 경고의 마지막 부분에 있는 경고문 번호를 참조하여 이 장치와 함께 제공되는 번역된 안전 경고문에서 해당 번역문을 찾으십시오.

이 지시 사항을 보관하십시오.

**Aviso** **INSTRUÇÕES IMPORTANTES DE SEGURANÇA**

**Este símbolo de aviso significa perigo. Você se encontra em uma situação em que há risco de lesões corporais. Antes de trabalhar com qualquer equipamento, esteja ciente dos riscos que envolvem os circuitos elétricos e familiarize-se com as práticas padrão de prevenção de acidentes. Use o número da declaração fornecido ao final de cada aviso para localizar sua tradução nos avisos de segurança traduzidos que acompanham o dispositivo.**

**GUARDE ESTAS INSTRUÇÕES**

**Advarsel VIGTIGE SIKKERHEDSANVISNINGER**

**Dette advarselssymbol betyder fare. Du befinder dig i en situation med risiko for legemesbeskadigelse. Før du begynder arbejde på udstyr, skal du være opmærksom på de involverede risici, der er ved elektriske kredsløb, og du skal sætte dig ind i standardprocedurer til undgåelse af ulykker. Brug erklæringsnummeret efter hver advarsel for at finde oversættelsen i de oversatte advarsler, der fulgte med denne enhed.**

**GEM DISSE ANVISNINGER**

تحذير

إرشادات الأمان الهامة

يوضح رمز التحذير هذا وجود خطر. وهذا يعني أنك متواجد في مكان قد ينتج عنه التعرض لإصابات. قبل بدء العمل، احذر مخاطر التعرض للصدمة الكهربائية وكن على علم بالإجراءات القياسية للحيلولة دون وقوع أي حوادث. استخدم رقم البيان الموجود في آخر كل تحذير لتحديد مكان ترجمته داخل تحذيرات الأمان المترجمة التي تأتي مع الجهاز. قم بحفظ هذه الإرشادات

**Upozorenje VAŽNE SIGURNOSNE NAPOMENE**

**Ovaj simbol upozorenja predstavlja opasnost. Nalazite se u situaciji koja može prouzročiti tjelesne ozljede. Prije rada s bilo kojim uređajem, morate razumjeti opasnosti vezane uz električne sklopove, te biti upoznati sa standardnim načinima izbjegavanja nesreća. U prevedenim sigurnosnim upozorenjima, priloženima uz uređaj, možete prema broju koji se nalazi uz pojedino upozorenje pronaći i njegov prijevod.**

**SAČUVAJTE OVE UPUTE****Upozornění DŮLEŽITÉ BEZPEČNOSTNÍ POKYNY**

**Tento upozorňující symbol označuje nebezpečí. Jste v situaci, která by mohla způsobit nebezpečí úrazu. Před prací na jakémkoliv vybavení si uvědomte nebezpečí související s elektrickými obvody a seznamte se se standardními opatřeními pro předcházení úrazům. Podle čísla na konci každého upozornění vyhledejte jeho překlad v přeložených bezpečnostních upozorněních, která jsou přiložena k zařízení.**

**USCHOVEJTE TYTO POKYNY**

## Προειδοποίηση ΣΗΜΑΝΤΙΚΕΣ ΟΔΗΓΙΕΣ ΑΣΦΑΛΕΙΑΣ

Αυτό το προειδοποιητικό σύμβολο σημαίνει κίνδυνο. Βρίσκεστε σε κατάσταση που μπορεί να προκαλέσει τραυματισμό. Πριν εργαστείτε σε οποιοδήποτε εξοπλισμό, να έχετε υπόψη σας τους κινδύνους που σχετίζονται με τα ηλεκτρικά κυκλώματα και να έχετε εξοικειωθεί με τις συνήθεις πρακτικές για την αποφυγή ατυχημάτων. Χρησιμοποιήστε τον αριθμό δήλωσης που παρέχεται στο τέλος κάθε προειδοποίησης, για να εντοπίσετε τη μετάφρασή της στις μεταφρασμένες προειδοποιήσεις ασφαλείας που συνοδεύουν τη συσκευή.

**ΦΥΛΑΞΤΕ ΑΥΤΕΣ ΤΙΣ ΟΔΗΓΙΕΣ**

אזהרה

### **הוראות בטיחות חשובות**

סימן אזהרה זה מסמל סכנה. אתה נמצא במצב העלול לגרום לפציעה. לפני שתעבוד עם ציוד כלשהו, עליך להיות מודע לסכנות הכרוכות במעגלים חשמליים ולהכיר את הנהלים המקובלים למניעת תאונות. השתמש במספר ההוראה המסופק בסופה של כל אזהרה כדי לאתר את התרגום באזהרות הבטיחות המתורגמות שמצורפות להתקן.

### **שמור הוראות אלה**

Opomena

### **ВАЖНИ БЕЗБЕДНОСНИ НАПАТСТВИЈА**

Симболот за предупредување значи опасност. Се наоѓате во ситуација што може да предизвика телесни повреди. Пред да работите со опремата, бидете свесни за ризикот што постои кај електричните кола и треба да ги познавате стандардните постапки за спречување на несреќни случаи. Искористете го бројот на изјавата што се наоѓа на крајот на секое предупредување за да го најдете неговиот период во преведените безбедносни предупредувања што се испорачани со уредот.

**ЧУВАЈТЕ ГИ ОБИЕ НАПАТСТВИЈА**

**Ostrzeżenie WAŻNE INSTRUKCJE DOTYCZĄCE BEZPIECZEŃSTWA**

Ten symbol ostrzeżenia oznacza niebezpieczeństwo. Zachodzi sytuacja, która może powodować obrażenia ciała. Przed przystąpieniem do prac przy urządzeniach należy zapoznać się z zagrożeniami związanymi z układami elektrycznymi oraz ze standardowymi środkami zapobiegania wypadkom. Na końcu każdego ostrzeżenia podano numer, na podstawie którego można odszukać tłumaczenie tego ostrzeżenia w dołączonym do urządzenia dokumencie z tłumaczeniami ostrzeżeń.

**NINIEJSZE INSTRUKCJE NALEŻY ZACHOWAĆ****Upozornenie DÔLEŽITÉ BEZPEČNOSTNÉ POKYNY**

Tento varovný symbol označuje nebezpečenstvo. Nachádzate sa v situácii s nebezpečenstvom úrazu. Pred prácou na akomkoľvek vybavení si uvedomte nebezpečenstvo súvisiace s elektrickými obvodmi a oboznámte sa so štandardnými opatreniami na predchádzanie úrazom. Podľa čísla na konci každého upozornenia vyhľadajte jeho preklad v preložených bezpečnostných upozorneniach, ktoré sú priložené k zariadeniu.

**USCHOVAJTE SI TENTO NÁVOD****Warning**


---

**Read the installation instructions before you connect the system to its power source.**

---

**Warning**


---

**Ultimate disposal of this product should be handled according to all national laws and regulations.**

---

**Warning**


---

**Do not work on the system or connect or disconnect cables during periods of lightning activity.**

---

**Warning**

---

**To avoid electric shock, do not connect safety extra low voltage (SELV) circuits to telephone network voltage (TNV) circuits. LAN ports contain SELV circuits, and WAN ports contain TNV circuits. Some LAN and WAN ports use RJ-45 connectors. Use caution when connecting cables.**

---

**Caution**

---

Inline power circuits provide current through the communication cable. Use the Cisco provided cable or a minimum 24 AWG communication cable.

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## Using an External Power Supply

The following warnings apply when you use the external power supply with the Cisco Unified IP Phone:

**Warning**

---

**This product relies on the building's installation for short-circuit (over current) protection. Ensure that a fuse or circuit breaker no larger than 120 VAC, 15A U.S. (240 VAC, 10A international) is used on the phase conductors (all current-carrying conductors).**

---

**Warning**

---

**The device is designed to work with TN power systems.**

---

**Warning**

---

**The plug-socket combination must be accessible at all times because it serves as the main disconnecting device.**

---

**Warning**

---

**The power supply must be placed indoors.**

---

**Caution**

---

Only use the Cisco-specified power supply with this product.

---

## Power Outage

Your accessibility to emergency service through the phone is dependent on the phone being powered. If there is an interruption in the power supply, Service and Emergency Calling Service dialing will not function until power is restored. In the case of a power failure or disruption, you may need to reset or reconfigure equipment before using the Service or Emergency Calling Service dialing.



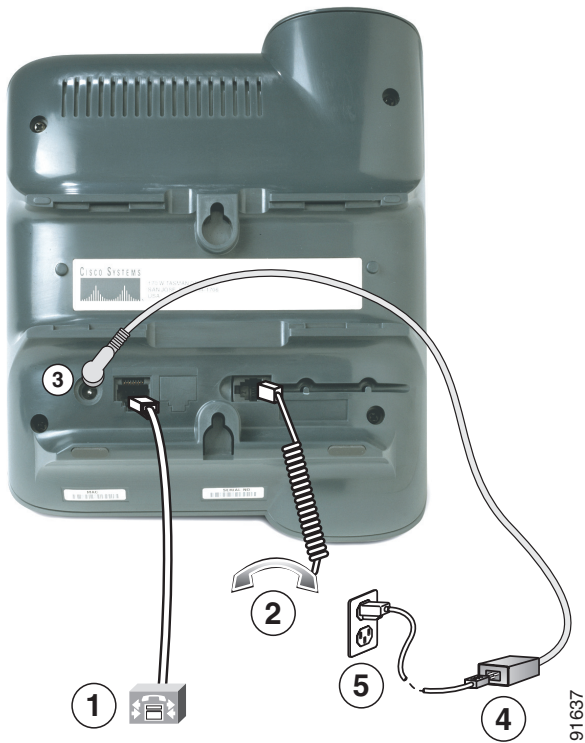
## Accessibility Features

A list of accessibility features is available upon request.

# Connecting Your Phone

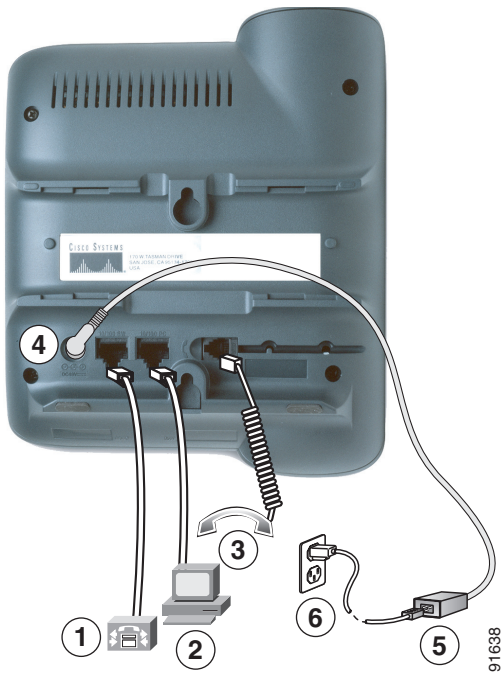
Your system administrator will likely connect your new Cisco Unified IP Phone to the corporate IP telephony network. If that is not the case, refer to Figure 1 (Cisco Unified IP Phone 7905G) and Figure 2 (Cisco Unified IP Phone 7912G) and the tables that follow to connect your phone.

**Figure 1** Cisco Unified IP Phone 7905G Cable Connections



<b>1</b>	Network port (10BaseT)	<b>4</b>	Cisco-supplied power supply (optional)
<b>2</b>	Handset port	<b>5</b>	Power cable
<b>3</b>	DC Adaptor port (DC48V)		

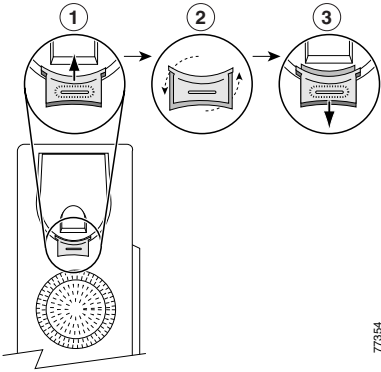
**Figure 2 Cisco Unified IP Phone 7912G Cable Connections**



<b>1</b>	Network port (10/100 SW)	<b>4</b>	DC Adaptor port (DC48V)
<b>2</b>	Access port (10/100 PC)	<b>5</b>	Cisco-supplied power supply (optional)
<b>3</b>	Handset port	<b>6</b>	Power cable

## Adjusting the Handset Rest

When you connect your phone, you might want to adjust the handset rest to ensure that the receiver will not slip out of the cradle. See the table below for instructions.



<b>1</b>	Set the handset aside and pull the square plastic tab from the handset rest.
<b>2</b>	Rotate the tab 180 degrees.
<b>3</b>	Slide the tab back into the handset rest. An extension protrudes from the top of the rotated tab. Return the handset to the handset rest.

# An Overview of Your Phone

The Cisco Unified IP Phones 7905G and 7912G support:

- Voice communication over a data network
- Familiar telephony features to handle calls easily
- Special features to extend and customize your call-handling capabilities
- Access to network data and services




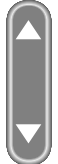
## Understanding Buttons and Hardware

You can use the graphic and table that follow to identify buttons and hardware on your phone.



91031

1	Phone screen	Displays features such as the time, date, your phone number, caller ID, call status, and softkey tabs.
2	Cisco Unified IP Phone series	Indicates your Cisco Unified IP Phone model number.

<b>3</b>	Softkeys	Enable you to engage any of the functions displayed on the corresponding phone screen tabs. Softkeys point to feature options displayed along the bottom of your phone screen. Softkey functions change depending on the status of your phone (for example, if the phone is active or idle).
<b>4</b>	Navigation button 	Enables you to scroll through text, highlight menu items, and select calls displayed on the phone screen. Also provides access to speed-dial numbers.
<b>5</b>	Menu button 	Displays a menu that provides access to a voice messaging system, phone logs and directories, and settings.
<b>6</b>	Hold button 	Places the active call on hold, resumes a call on hold, and switches between an active call and an incoming call or an active call and a call on hold.
<b>7</b>	Keypad	Works exactly like the keypad on a traditional telephone.
<b>8</b>	Volume button 	Increases or decreases volume for the handset and speaker. Also controls the ringer volume (if on-hook).
<b>9</b>	Handset	Functions like a traditional handset. The light strip at the top of the handset blinks when the phone rings and remains lit to indicate new voice messages (depending on your message system).
<b>10</b>	Footstand	Allows the phone to stand at a convenient angle on a desk or table.

## Understanding Feature Operation and Availability

The operation of your Cisco Unified IP Phone and the features available to you may vary, depending on the call processing agent used by your company and also on how your company's phone support team has configured your phone system. Therefore, some of the features included in this Phone Guide might not be available to you or might work differently on your phone system. Contact your support desk or system administrator if you have questions about feature operation or availability.

## Call-Handling and Navigation Tips

These guidelines can help you handle calls and navigate menus on your Cisco Unified IP Phone.

### Understanding Lines vs. Calls

It is sometimes easy to confuse *lines* and *calls* on your phone. Use these tips to avoid confusion:

#### Lines

The Cisco Unified IP Phone 7905G and 7912G are single line phones which means they support one line per phone extension. Your phone support team can configure your line to support from one to two calls. So you might find yourself handling several calls, even though you have only one line on your phone.

#### Calls

Calls can have different states. Only one call can be *active* at any given time. An active call is a connected call or a call in-progress (you are dialing a number or an outgoing call is ringing). Other calls must be ringing in or on hold.

### Going On-Hook and Off-Hook

Some phone tasks and instructions differ depending on whether the phone is *on-hook* or *off-hook*.

- On-Hook—The phone handset is resting in the cradle, no calls are active, and you do not have an active dial tone. Your phone provides *on-hook dialing*, which enables you to enter or choose phone numbers before activating the call.
- Off-Hook—The phone handset is lifted from the cradle, or you have pressed **Dial** or **NewCall** to get a dial tone.

### Switching Among Calls

Your phone can support up to two calls on one line, depending on how your system administrator has configured your phone. The following tips can help you switch among calls on your line. Use the **Navigation** button to scroll through the call list.

If you want to...	Then...
View current calls on a line	See your phone screen.

<b>If you want to...</b>	<b>Then...</b>
Switch between calls on one line	Press the <b>Hold</b> button to put the existing call on hold and to retrieve the previously held call.
Switch from a connected call to answer a ringing call	Press <b>Answer</b> . Doing so answers the new call and automatically places the first call on hold.

### Tips

- Only one call can be active at any given time; the other call will be placed on hold automatically.
- Incoming calls are initially shown on the top of the display but move to the bottom once you answer them.

## Using Feature Menus

The following tips can help you use feature menus.

<b>If you want to...</b>	<b>Then...</b>
Access the feature menus	Press the <b>Menu</b> button to display Messages, Directories, and Settings feature menus.
Scroll through a list or menu	Press the <b>Navigation</b> button.
Select a menu item	Use the <b>Navigation</b> button to scroll to a menu item, then press <b>Select</b> . Or press the number key on your phone's keypad that corresponds to the number displayed next to the menu item.
Go back one level in a feature menu	Press <b>Back</b> . (Note that if you press <b>Exit</b> from the top-level of a menu, the menu will close.)
Close a feature menu	Press <b>Back</b> one or more times until the menu closes.
Exit all menus	Press the <b>Menu</b> button.



## Entering and Editing Text

<b>If you want to...</b>	<b>Then...</b>
Enter a letter on your phone display	Press the appropriate keypad number one or more times to select a letter (with or without capitalization). When you pause, the cursor automatically advances to allow you to enter the next letter.
Delete within an entry or move your cursor	Press << or <b>Delete</b> to remove a letter or digit. Press >> to move the cursor to the right.


# Basic Call Handling

---

This section covers basic call-handling tasks such as placing, answering, and transferring calls.

## Placing a Call

To place a call, use one of several options to go off-hook before or after dialing a number.

If you want to...	Then...
Dial off-hook	Lift the handset and dial the number.
Dial on-hook (without dial tone)	Enter or choose a phone number by: <ul style="list-style-type: none"><li>• Entering a phone number on the keypad.</li><li>• Pressing the <b>Navigation</b> button to access and choose phone numbers from your list of speed-dial numbers.</li></ul> Then, to place the call, do one of these things to go off-hook: <ul style="list-style-type: none"><li>• Lift the handset.</li><li>• Press <b>Dial</b>.</li></ul>
Dial on-hook (with dial tone)	Press <b>NewCall</b> and dial the number.
Redial the most recently dialed number	Press <b>Redial</b> .
Speed dial a number	Do one of the following to speed-dial a number: <ul style="list-style-type: none"><li>• Press the <b>Navigation</b> button to choose a number from your list of speed-dial numbers and then press <b>Dial</b>.</li><li>• Enter a speed-dial index number (1-9 on the keypad) while on-hook and press <b>Dial</b>.</li></ul> For information on programming speed dials, see the “Setting Up Speed-Dial Numbers” section on page 31.
	 <b>Note</b> The speed-dial feature is local to the phone.

If you want to...	Then...
Dial from a call log	Press the <b>Menu</b> button and select <b>Directories &gt; Missed Calls, Received Calls, Placed Calls, or Speed Dial</b> . To dial from a listing, scroll to it and go off-hook.  To add a prefix or other digits to the number before dialing, press <b>EditDial</b> .
Place a call when another call is active	Press the <b>Hold</b> button. Then dial, redial, or speed-dial a number.

### Tips

- If you make a mistake while entering a phone number, press << to erase one or more digits. Press **Cancel** to exit the dialing attempt, or hang up.
- You may not be able to place a call when another call is active if you reach the maximum number of calls configured for your line.

## Answering a Call

To answer a call, pick up the handset. See the table below for more options.

If you want to...	Then...
Switch from a connected call to answer a ringing call	Press <b>Hold</b> . Doing so answers the new call and automatically places the first call on hold. See the “Using the Hold Button” section on page 26 for more information.
Answer a call using call waiting	Ask your system administrator to set up the Call Waiting feature for your phone.  When this feature is enabled, you will hear a call waiting tone and see caller ID information if a new call comes in while you are on another call. To answer the call, press <b>Hold</b> . To return to the original call, press the <b>Hold</b> button.  To switch between calls, press the <b>Hold</b> button.

## Ending a Call

To end a call, hang up the handset or press **EndCall**.



**Note** If you press **End Call**, you do not have to put the handset back in the cradle to end the call.

## Using the Speaker

The Cisco Unified IP Phone 7905G and 7912G each provide a speaker for hands-free listening. You can use the speaker only to listen to a call. To talk on a call, you must pick up the handset.

If you want to...	Then...
Listen to the other party on the speaker	Press <b>Monitor</b> and then hang up the handset. You will be able to hear the call but you will not be able to talk on the call.
Listen to the other party using the handset	Lift the handset or press <b>MonOff</b> .
Turn off the speaker and hang up	Press <b>EndCall</b> .
Adjust the volume on the speaker	Press the up or down <b>Volume</b> button when the speaker is in use. If you want to save the speaker volume setting, press <b>Save</b> .

## Using the Hold Button

Only one call can be active at any given time; the other connected call must be placed on hold.

If you want to...	Then...
Put a call on hold	Press the <b>Hold</b> button. The button turns red.
Remove a call from hold	Press the <b>Hold</b> button. The button light turns off.

### Tips

- Engaging the Hold feature typically generates music or a beeping tone. For this reason, avoid putting a conference call on hold.
- When you have another call, the active call always appears at the bottom of the phone screen. Held calls appear at the top of the phone screen.

## Additional Features Available from the Call Preferences Menu

End users access the Call Preferences menu from the Settings menu on a Cisco Unified IP Phone. What parameters appear on this menu and whether end users can change the value of a parameter depends on the Call Preference settings that you make for the phone in the profile or from the Phone Configuration Web Pages.

To display the Call Preferences menu, follow these steps:

## Procedure

- 
- Step 1** Press the **Menu** button to access the Services menu.
- Step 2** In the Services menu, use the **Navigation** button to select **Settings**, and then press the **Select** softkey.
- Step 3** In the Settings menu, use the **Navigation** button to select **Call Preferences**, and then press the **Select** softkey.
- 

To exit the Call Preferences menu, press the **Back** softkey until the **Exit** softkey appears, and then press the **Exit** softkey.

Table 3 describes the parameters that can appear in the Call Preferences menu and explains how to change them.

**Table 3** Call Preference Menu Parameters

Parameter	Description	To Change
DisplayName	Specifies an alpha-numeric string that is used as part of the phone's caller ID and that appears on the phone's LCD screen.  <b>Note</b> If the Block Caller ID parameter is set to Yes, outgoing calls will use "Anonymous" as the phone's caller ID regardless of the Display Name value.	<ol style="list-style-type: none"> <li>1. Scroll to the DisplayName parameter, press the <b>Edit</b> softkey, and then enter a name.</li> <li>2. Press the <b>Accept</b> softkey, and then press the <b>Save</b> softkey.</li> </ol>
ShortName	Specifies a name to be displayed on the phone's LCD screen in place of the Display Name value. If the Short Name parameter is blank or set to 0, the Display Name value will be displayed. Short Name will not affect the Display Name value that is used as part of the phone's caller ID.	<ol style="list-style-type: none"> <li>1. Scroll to the ShortName parameter, press the <b>Edit</b> softkey, and then enter a name.</li> <li>2. Press the <b>Accept</b> softkey, and then press the <b>Save</b> softkey.</li> </ol>
Do Not Disturb	Specifies whether calls to the phone will receive a busy signal.  When this parameter is set to Yes, the <b>DND</b> softkey becomes available on the phone.	<ol style="list-style-type: none"> <li>1. Scroll to the Do Not Disturb parameter and press the <b>Yes</b> softkey to enable this parameter, or press the <b>No</b> softkey to disable it.</li> <li>2. Press the <b>Save</b> softkey.</li> </ol>

**Table 3 Call Preference Menu Parameters (continued)**

<b>Parameter</b>	<b>Description</b>	<b>To Change</b>
Allow Call Waiting	Specifies whether call waiting is enabled on the phone.	This setting is permanently enabled.
Block Caller ID	Specifies whether caller ID is blocked on outgoing calls. If this parameter is set to Yes, outgoing calls will use “Anonymous” as the phone’s caller ID. If it is set to No, the phone’s caller ID will include the Display Name value and phone number.	<ol style="list-style-type: none"> <li>1. Scroll to the Block Caller ID parameter and press the <b>Yes</b> softkey to enable this parameter, or press the <b>No</b> softkey to disable it.</li> <li>2. Press the <b>Save</b> softkey.</li> </ol>
Block Anonymous Call	Specifies whether anonymous calls are rejected. If this parameter is set to Yes, incoming calls with “Anonymous” caller IDs will be rejected. If it is set to No, these calls will ring at the phone.	<ol style="list-style-type: none"> <li>1. Scroll to the Block Anonymous Call parameter and press the <b>Yes</b> softkey to enable this parameter, or press the <b>No</b> softkey to disable it.</li> <li>2. Press the <b>Save</b> softkey.</li> </ol>
Allow Call Transfer	Specifies whether attended call transfers can be made from the phone. If this parameter is set to Yes, the <b>Trnsfer</b> softkey will appear when appropriate, allowing attended transfers of a calls. If this parameter is set to No, this softkey will never be available.	This setting cannot be changed by the end user.
Allow Blind Transfer	Specifies whether blind call transfers can be made from the phone. If this parameter is set to Yes, the <b>BlndXfr</b> softkey will appear when appropriate, allowing blind transfers of calls. If this parameter is set to No, this softkey will never be available.	This setting cannot be changed by the end user.

**Table 3** Call Preference Menu Parameters (continued)

Parameter	Description	To Change
Allow Conference	Specifies whether conference calls can be established from the phone. If this parameter is set to Yes, the <b>Confrn</b> softkey will appear when appropriate, allowing conference calls to be established. If this parameter is set to No, this softkey will never be available.	This setting cannot be changed by the end user.
Call Forward Number	Specifies a phone number to which all calls to the phone are forwarded. If a number is entered, the Call Forward All feature is activated.	<ol style="list-style-type: none"> <li>1. Scroll to the Call Forward Number parameter, press the <b>Edit</b> softkey, and then enter a phone number.</li> <li>2. Press the <b>Accept</b> softkey, and then press the <b>Save</b> softkey.</li> </ol>

## Other Features

Table 4 describes features on the Cisco Unified IP Phone models 7905G and 7912G that are not described elsewhere in this guide.

**Table 4** Other Features

Feature	Description
Ringer type	The ringer sound cannot be changed on the phone.
Shared line	<p>For the Cisco Unified IP Phone 7905G/7912G models, this feature has limited support. A phone on a shared line will ring even if the other phones on the line are in use, but the phone cannot perform any of the other functions associated with the shared-line feature.</p> <p>For more information, refer to <i>Cisco Unified CallManager System Guide</i>, “Cisco Unified IP Phones” chapter.</p>

# Customizing Phone Settings

---


You can personalize your Cisco Unified IP Phone by adjusting settings, as described in the tables below.



- Note**
- If you want to restore your previously saved settings on the phone, go to **Menu > Settings > more > Restore**.
  - If you want to restore these settings back to those originally stored on the phone when it was manufactured, choose **Menu > Settings > more > Factory**. All your previously saved changes will be reset.
- 

## Adjusting the Volume

The table below describes how to adjust and save volume levels on your phone.

If you want to...	Then...
Adjust the volume level for a call 	Press the Volume button during a call or after invoking a dial tone. Doing so adjusts the volume level for the currently active audio mode. For example, if you increase the volume while you are using the handset, you have not affected the speaker volume. Press <b>Save</b> to preserve the new volume as the default level for this audio mode. If you want your phone to keep this volume setting even after a reboot, press the <b>Menu</b> button and choose <b>Settings &gt; Save</b> .
Adjust the volume level for the ringer	Press the Volume button while the handset is in the cradle. The new ringer volume is saved automatically.



**Tip** If you adjust the handset or speaker volume without saving the change, the volume will revert to the previously saved level the next time you use that audio mode.

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## Setting Up Speed-Dial Numbers

You can set up to nine speed dial numbers on your Cisco Unified IP Phone 7905G and 7912G.

To set up speed dials, follow these steps:

### Procedure

---

**Step 1** On the phone, navigate to **Menu > Directories > Speed Dials**.

**Step 2** Select a speed-dial entry and press **Edit**.

**Step 3** Enter a name and phone number.

**Step 4** Press **Save**.


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# Using Voice Messaging, Call Logs, and Directories

You can use feature buttons to access voice messages, call logs, and directories, as outlined in the table below.



**Note** Your company determines the voice message service that your phone system uses. For the most accurate and detailed information about using the voice message service, see the documentation that came with it.

If you want to...	Then...
Set up and personalize your voice message service	<p>Press <b>Message</b> and follow the voice instructions. You can also set up voice messaging by pressing the <b>Menu</b> button and selecting <b>Messages</b>.</p> <p>Your system administrator will provide you with a default password for your voice message service. For security reasons, you should change your default password as soon as possible.</p>
See if you have a new voice message	Look to see if there is a red light on your handset.
Listen to your voice messages or access the voice messages menu	<p>Press <b>Message</b> and follow the voice instructions.</p> <p>You can also access the voice messaging system by pressing the <b>Menu</b> button and selecting <b>Messages</b>.</p>
View your call logs	Press the <b>Menu</b> button and select <b>Directories &gt; Missed Calls, Placed Calls, or Received Calls</b> . A maximum of nine records are stored in each of these logs.
Dial from a call log	Select a listing from the call log, edit the number (if necessary), and go off-hook. If you need to edit the number displayed in the log (to add or to remove a prefix, for example), press <b>EditDial</b> followed by << to erase digits or >> to reposition the cursor to the right. Use the keypad to enter digits.
Erase your call log	<p>Follow the steps below to erase the call log:</p> <ol style="list-style-type: none"> <li>1. Press the <b>Menu</b> button and choose <b>Directories</b>.</li> <li>2. Use the navigation button to select <b>Missed Calls, Placed Calls or Received Calls</b>.</li> <li>3. Press <b>Clear</b> if this softkey is displayed.</li> </ol> <p> <b>Note</b> <u>Clear</u> clears the call log for that specific selection only.</p>

# Troubleshooting Your Phone

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This section tells you how to access information about your Cisco Unified IP Phone and phone calls to help your system administrator or technician diagnose problems with your phone. The information in this section is only necessary if your administrator asks you to perform one of the procedures.

<b>If you are asked to...</b>	<b>Then...</b>
Access network configuration data	Press the <b>Menu</b> button and select <b>Settings &gt; Network Configuration</b> . Select the network configuration item to view. Press <b>Menu</b> to exit this menu.
Access status data	Press the <b>Menu</b> button and select <b>Settings &gt; Status</b> . Select the status item to view: Status Messages, Network Statistics, and Firmware Versions for your phone.
Access phone model information	Press the <b>Menu</b> button and select <b>Settings &gt; Model Information</b> . Use the <b>Navigation</b> button to scroll through and view model information for your phone.

# Cisco One-Year Limited Hardware Warranty Terms

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There are special terms applicable to your hardware warranty and various services that you can use during the warranty period. Your formal Warranty Statement, including the warranties and license agreements applicable to Cisco software, is available on Cisco.com. Follow these steps to access and download the *Cisco Information Packet* and your warranty and license agreements from Cisco.com.

1. Launch your browser, and go to this URL:  
[http://www.cisco.com/univercd/cc/td/doc/es\\_inpk/cetrans.htm](http://www.cisco.com/univercd/cc/td/doc/es_inpk/cetrans.htm)  
The Warranties and License Agreements page appears.
2. To read the *Cisco Information Packet*, follow these steps:
  - a. Click the **Information Packet Number** field, and make sure that the part number 78-5235-03A0 is highlighted.
  - b. Select the language in which you would like to read the document.
  - c. Click **Go**.
  - d. The Cisco Limited Warranty and Software License page from the Information Packet appears.
  - e. Read the document online, or click the **PDF** icon to download and print the document in Adobe Portable Document Format (PDF).



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**Note**

You must have Adobe Acrobat Reader to view and print PDF files. You can download the reader from Adobe's website: <http://www.adobe.com>

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3. To read translated and localized warranty information about your product, follow these steps:
  - a. Enter this part number in the Warranty Document Number field:  
78-10747-01C0
  - b. Select the language in which you would like to view the document.
  - c. Click **Go**.  
The Cisco warranty page appears.
  - d. Read the document online, or click the **PDF** icon to download and print the document in Adobe Portable Document Format (PDF).

You can also contact the Cisco service and support website for assistance:

[http://www.cisco.com/public/Support\\_root.shtml](http://www.cisco.com/public/Support_root.shtml)

## Duration of Hardware Warranty

One (1) Year

### **Replacement, Repair, or Refund Policy for Hardware**

Cisco or its service center will use commercially reasonable efforts to ship a replacement part within ten (10) working days after receipt of a Return Materials Authorization (RMA) request. Actual delivery times can vary, depending on the customer location.

Cisco reserves the right to refund the purchase price as its exclusive warranty remedy.

### **To Receive a Return Materials Authorization (RMA) Number**

Contact the company from whom you purchased the product. If you purchased the product directly from Cisco, contact your Cisco Sales and Service Representative.

Complete the information below, and keep it for reference.

Company product purchased from	
Company telephone number	
Product model number	
Product serial number	
Maintenance contract number	







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